

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

February 10, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:40 – 9:45	QIC Reports on SA QIC Activities	N. Kasarabada
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50 – 9:55	Cultural Competency Updates	S. Chang Ptasinski
VI	9:55 – 10:05	PRO	M. Hernandez
VII	10:05 – 10:15	Policy Update – Office of Compliance	C. Pham
VIII	10:15 – 10:20	EQRO Update	N. Kasarabada
IX	10:20– 10:25	Provider Directories Update	N. Kasarabada
X	10:25 – 10:30	Announcements:	

Next Meeting  
March 10, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	February 10, 2014
Place	550 S. Vermont Ave., 2 <sup>nd</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alan Lert; Alejandra Gomez; Alyssa Bray; Anahid Assatourian; Aprill Baker; Bertrand Levesque; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elizabeth Owens; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barroniska; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Sandra Chang-Ptasinski; Sherry Trujillo; Theodore Cannady; Yolanda Lewis		
Excused/Absent Members	Angela Kahn; Ann Lee; Barbara Paradise; Carol Eisen; Catherine Bond; Chun Ma; Elisabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Kari Thompson; Kumar Menon; Leah Carroll; Timothy Beyer; Vandana Joshi		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	N. Kasarabada
Review of Minutes	The January minutes were reviewed.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports</b>	<p><b>SA 1:</b> Dark in January. SA 1 is selected for EQRO Site Review.</p>	<p>Next meeting: March 4, 2014.</p>	<p>D. Berzon-Leitelt</p>
	<p><b>SA 2 Adult:</b> Members are reviewing the Network of Care (NOC) website. On March 20<sup>th</sup>, a presenter from Didi Hirsch will be presenting on Collaborative Documentation that highlights the collaborative interaction between the client and the therapist. Currently, the programs are on the roll out for IBHIS. Reducing the number of appointments scheduled during the “go-live” phase to 60% will help the clinic address any issues that arise from the roll out and resolve these in a timely &amp; efficient manner.</p>	<p>Next meeting: March 20, 2014.</p>	<p>K. Salvaggio</p>
	<p><b>SA 2 Children:</b> Dark in January. SA QI members will participate in the LGBTQ workgroup.</p>	<p>Next meeting: February 20, 2014. Dr. Kasarabada will meet with Ms. Rittel regarding PIP.</p>	<p>M. Rittel</p>
	<p><b>SA 3:</b> Information from the previous Dept. QIC meeting was disseminated. Mr. Hernandez from PRO presented on NOA's, this was very helpful. Tri City presented on their QI/QA process, presentation was very interesting and information was useful.</p>	<p>Next meeting: February 19, 2014.</p>	<p>B. Levesque</p>
	<p><b>SA 4:</b> Materials from previous QI/QA meeting were discussed. Dr. Beyer presented a summary on performance outcomes surveys, and discussed the statistics of the August 2012 Performance Outcomes data. SA members continued their conversation on a SA project.</p>	<p>Next meeting: Dark in February.</p>	<p>A. Bray</p>
	<p><b>SA 5:</b> Dark in February.</p>	<p>Next meeting: March 4, 2014. Dr. Kasarabada suggested having the “PEI outcomes data workgroup” present to the SA QIC their findings and lessons learned from this workgroup participation. Ms. Johnson clarified that the PEI data workgroup is not part of the QIC &amp; recommended Dr. Beyer to present this information to SA QIC. Dr. Kasarabada agreed with this recommendation.</p>	<p>M. Johnson J. Wilkins</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports Continue</b>	<p><b>SA 6.</b> Members discussed the materials discussed in prior meeting. Discussion/clarification was made regarding change of provider report log. Network of Care (NOC) was discussed as well. Mary announced the LGBTQ workgroup.</p>	<p>Next meeting: February 27, 2014. Providers are encouraged to submit the change of provider request log on a monthly basis.</p>	A. Baker
	<p><b>SA 7:</b> Dark in January.</p>	<p>Next meeting: February 11, 2014.</p>	L. Ayala
	<p><b>SA 8:</b> Dr. Beyer presented on August 2012 Performance Outcomes Data. PEI Data Outcome workgroup will meet on 2/18.</p>	<p>Next meeting: February 19, 2014.</p>	M. Munde
<b>Countywide Children's</b>	<p>Dr. Robert Byrd is the new District Chief for Countywide Children's Division. Dr. Kasarabada will meet with Dr. Byrd to discuss Countywide QICs versus the SA QICs, to eliminate any redundancies between these two QICs and discuss potential QI areas specific to Countywide Children's Program.</p>	<p>Next meeting: February 20, 2014.</p>	D. Mahoney
<b>QIC Reports on SA QIC Activities</b>	<p>Dr. Kasarabada highlighted the importance of sharing QI related activities by providers at the SA QIC meetings. She encouraged presentations from providers on QI activities in their agencies and discuss case conferences as appropriate to highlight clinical care issues and QI activities in this area. She explained the six domains in the Annual QI Work Plan and gave some examples of QI projects in the areas of beneficiary satisfaction and access to care. She encouraged all SA QIC Chairs to focus on one area such as "Access" at their QIC meeting, and identify areas of QI including identifying barriers to access and strategies to improve access in their respective SA. She explained that QID staff are available for technical assistance &amp; data support on QI projects to SA QICs.</p>	<p>SA QIC Chairs will share updates of their SA's discussion of potential QI projects. QID will assist in developing a QI project that can be implemented across SAs to assist with quality improvement in the areas identified.</p>	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Clinical Issues OMD</b>	Dr. Lee reported on Medication practice parameters still in process. Parameters were sent out to experts to be reviewed for final approval. Ms. O'Donnell announced that a new parameter 4.16 of family engagement and inclusion for adults was prepared by Helena Ditko and is now posted on the DMH website. Ms. Ditko is available to do a presentation on family inclusion. Online clinical incident reporting will be on internet web based available icon in September of this year.	If you have any questions on family inclusion issues please feel free to email Ms. Ditko at <a href="mailto:hditko@dmh.lacounty.gov">hditko@dmh.lacounty.gov</a>	K. Lee M. O'Donnell
<b>Cultural Competency Committee (CCC)</b>	<p>In 2013, the four CCC workgroups accomplished the following:</p> <ol style="list-style-type: none"> <li>1) California Reducing Disparities Project (CRDP): Understanding Similarities and Differences Among Cultural Groups Workgroup <ul style="list-style-type: none"> <li>• Speaker presentation, "Rites of Passage in Childhood and Adolescence"</li> <li>• CRDP Matrix of recommendations summarizing the recommendations from all five CRDP reports</li> </ul> </li> <li>2) e-News Cultural Competency Column Workgroup <ul style="list-style-type: none"> <li>• Publication of seven e-News articles</li> </ul> </li> <li>3) Training Recommendations for Inclusion of Family and Spirituality Workgroup <ul style="list-style-type: none"> <li>• Review of existing training guidelines from Project ABC's and the State of California Core Practice Model Guide.</li> <li>• On-going collaboration efforts between the CCC and the Office of Family Engagement and recruitment of diverse speakers for CCC meetings</li> </ul> </li> <li>4) Reduction of Criminalization Via Needs Assessment Workgroup</li> </ol> <p>Although this workgroup was created, several external barriers stalled the attainment of its goal.</p>	Next meeting: February 12, 2014	S. Chang Ptasinski

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Patients' Rights Office (PRO)</b>	Mr. Hernandez stated that some providers continued to use outdated forms.	Providers should use updated forms and can request PRO for information on this area. All providers need to submit the change of providers log to PRO in a timely manner.	M. Hernandez
<b>Policy Update – Office of Compliance</b>	Ms. Pham from Compliance Office provided an update on policies and reviewed the handout. There was a request to identify policies applicable to Contract Providers versus those applicable to Directly Operated (DO) & Contract Providers.	Any requested changes will be presented to Ms. Weigand, from Compliance Office. The recommended changes on policy updates as applicable to DO versus contract providers will be presented at the next meeting.	C. Pham
<b>EQRO Update</b>	Dr. Kasarabada, SA 1 and SA 3 District Chiefs will be having a conference call with EQRO in the near future to discuss the upcoming site review in April.		N. Kasarabada
<b>Provider Directories Update</b>	Dr. Kasarabada stated that provider information in the provider directory maintained by PSB has to be updated. When there are changes in the information these updates have to be communicated to the Data unit of PSB-QID by providers through SA QIC Chairs.	Dr. Joshi will follow up with Service Area QIC Chairs to update directory.	N. Kasarabada
<b>Announcements:</b>			
<b>Handouts:</b>	➤ Policy Updates February 10, 2014		
<b>Next Meeting:</b>	March 10, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.